



7-27-05

PATENT

on 26/2  
\$

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing  
Serial No.: 09/823,770 Filing Date: March 31, 2001  
Examiner: Quynh H. Nguyen Group Art Unit: 2642  
Docket No.: SBL0002US Client Ref. No. SIEB060/US

Austin, Texas  
July 26, 2005

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT  
UNDER 37 C.F.R. § 1.97(c)(2)

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

07/28/2005 CNGUYEN2 00000040 502306 09823770

01 FC:1806 180.00 DA

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

**EXPRESS MAIL NUMBER:**

**EV 643139649 US**

Respectfully submitted,



D'Ann Naylor Rifai  
Attorney for Applicant(s)  
Reg. No. 47,026  
512-439-5086  
512-439-5099 (fax)

U.S. Department of Commerce, Patent and Trademark Office						Atty Docket No.		Serial No.	
						SBL0002US		09/823,770	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT						Applicants			
(Use several sheets if necessary)						Anil K. Annadata et al.			
						Filing Date		Group	
						March 31, 2001		2642	
U.S. Patent Documents									
Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate		
	AA	5,915,011	June 22, 1999	Miloslavsky	379	219			
	AB	6,718,393 B1	April 6, 2004	Aditya	709	239			
	AC								
	AD								
	AE								
	AF								
	AG								
	AH								
	AI								
	AJ								
	AK								
	AL								
	AM								
	AN								
	AO								
Patent Application Publication									
		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate		
	AP								
	AQ								
	AR								
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)									
	AS								
Examiner				Date Considered					
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>									

